Oracle® Banking Reference Process Models

Functional Overview

Release 2.4.0.0.0

E64764-01

September 2015

ORACLE®

Oracle Banking Reference Process Models Functional Overview, Release 2.4.0.0.0

E64764-01

Contents

1 Overview

2 RPM Structure

3 Process and Task Attributes

4 Structure and Navigation

5 Key Concepts and Symbols

6 Sample Process Map with Process Attributes

List of Figures

List of Tables

Preface

Oracle Banking is a one-stop solution for a bank for its core banking operations, across retail offerings. It is designed to help banks respond strategically to today's business challenges, while also transforming their business models and processes to reduce operating costs and improve productivity across both front and back offices.

Oracle Banking provides a unified yet scalable IT solution for a bank to manage its data and end-to-end business operations with an enriched user experience. It is a composed set of different modules wherein each of the modules is serviced by a set of services and other subsystems.

This preface contains the following topics:

- Audience
- Documentation Accessibility
- Related Documents
- Conventions

Audience

This guide is intended for the users of Oracle Banking Reference Process Models.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at
http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

Related Documents

For more information, see the following documentation:

- For installation and configuration information, see the Oracle Banking Installation Guide - Silent Installation
- For a comprehensive overview of security for Oracle Banking, see the Oracle Banking Security Guide

- For the complete list of Oracle Banking licensed products and the Third Party licenses included with the license, see the Oracle Banking Licensing Guide

- For information related to setting up a bank or a branch, and other operational and administrative functions, see the Oracle Banking Administrator's Guide

- For information related to customization and extension of Oracle Banking, see the Oracle Banking Extensibility Guide

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
italic	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
`monospace`	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

1

Overview

Reference Process Models (RPM) for Oracle Banking Platform (OBP) is a repository of abstract business transaction flows. It is defined using the Oracle Business Process Management (BPM) suite Version 12c.

These business processes are aligned to Release 2.4.0.0.0 of OBP. It includes all business transactions supported by this product release. Each process flow represents a complete end-to-end business transaction. It encompasses systemic and manual activities that the bank typically performs in order to complete the business transaction, the actors who perform these tasks, the interactions with customers or third parties and the decisions that direct the transaction flow to its completion.

2

RPM Structure

The RPMs have been logically organized with a hierarchical representation as supported by BPM.

Table 2–1   RPM Structure

BPM Nomenclature	RPM
SPACE	RPM Release
PROJECT	RPM Module
PROCESS	BPMN Process

A BPM 'Space' represents the top most level in the hierarchy and corresponds to the entire RPM Release and is called the RPM for OBP Release 2.4.0.0.0.

A 'Space' contains one or more 'Projects'. In RPM, each Project corresponds to a module of OBP. The Release contains a set of Projects corresponding to the modules supported by the OBP product. Each Project is made up of one or more processes which represent the lowest level BPMN diagram which depicts the flow of a banking transaction.

RPM consists the following projects (modules):

- Manage Accounts
- Manage Alerts
- Manage Collections
- Manage Current Accounts and Savings Accounts
- Manage Documents
- Manage Inquiries
- Manage Limits and Collaterals
- Manage Loans
- Manage Originations
- Manage Party
- Manage Term Deposits
- Manage Branch/Teller Transactions
- Manage Bundle
- Manage Credit Cards

- Manage Miscellaneous Transactions
- Manage Payments
- Manage Pricing
- Common Subprocesses

3

Process and Task Attributes

In addition to the process map that diagrammatically details the process flow, each process map is enhanced with Process and Task level attributes.

3.1 Process Level Attributes

The process level attributes describe the end-to-end business process and provide a context for the business user. The attributes that are captured include:

- Process Name
- Process Description
- Objective
- Trigger
- Pre Conditions
- Other Exit Conditions
- Successful End State
- Glossary

3.2 Task Level Attributes

The task level attributes include:

- Task Name
- Task Description
- Task Type
- Screen Name or Fast Path (in the case of User Interaction tasks)

4

Structure and Navigation

Processes are organized and grouped logically into separate projects. Typically, each project corresponds to a module in OBP. The user must open each project in order to be able to view the processes that are part of that project.

4.1 Subprocesses

Subprocesses are either embedded subprocesses or callable subprocesses.

An embedded subprocess is one which is contained within the main process itself. It can either be collapsed or expanded. An embedded subprocess is typically used wherever screen level decomposition is depicted.

A callable subprocess resides outside the main process.

In the case of callable subprocesses, those that are exclusively used by main processes within the same project (for example, Originations) is held within the same project. In case of subprocesses that have a wider applicability, that is, used by main processes spanning multiple projects (modules), the subprocesses are placed in a separate project called Common subprocesses.

A callable subprocess can be opened from within the main process, only if the callable subprocess resides within the same project. In case the callable subprocess resides in a different project, then it cannot be viewed from within the main process. It has to be separately viewed by opening it from the project where it resides.

5

Key Concepts and Symbols

The symbols used within RPM conform to BPMN modeling notation standards. The table below provides a list of symbols and notations used within the business process models.

Table 5–1   Symbols and Notations

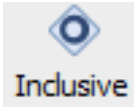| Symbol Type	Represents
Lane	Lane - Boundary for activities performed by a role
Start	Start event triggering a process
Terminate End	Represents termination of a process without sucessfully completing all the tasks
End	Represents successful end state of a process
Exclusive	Exclusive gateway - Only one flow is initiated
Inclusive	Inclusive gateway is used to support situations in which more than one decision may be possible. Inclusive gateway (merge) is used in case x out of x split-merge pattern is needed.
Parallel	Parallel gateway - All flows are initiated in parallel
Complex	Complex gateway is used to merge the flow where x out of y (x < y) split-merge pattern is needed. Complex gateway (divergence) is not used in BPM suite.

Table 5–1   (Cont.) Symbols and Notations

Symbol Type	Represents
Manual Task	Pure manual task (without computer assistance)
User Task	Represents human task, that is, computer assisted or user interaction task
Service Task	Automated activity (synchronous invocations)
Call Activity	Call activity to invoke or associate reusable subprocesses
Subprocess	Embedded subprocesses are used to represent task-flows or multiple accordions of a single screen
Notification Task	Notification task

6

Sample Process Map with Process Attributes

This chapter provides the sample process map with process attributes.

6.1 Process Map

The sample process map is as follows:

Figure 6–1   Process Map

6.2 Process Attributes

The sample process attribute is as follows:

Figure 6–2   Process Attribute: Adhoc Interest Statement or Certificate

5. Generate/ Issue Ad-hoc Interest Statement/ Certificate

* Name: 5. Generate/ Issue Ad-hoc Interest Statement/ Certificate

Description: The process begins when an existing customer approaches the bank with a request for issue of ad-hoc interest statement/ certificate at the branch/ phone banking/internet banking. The process may also be initiated by the bank. The request can be either for the credit interest or for the debit interest or for both.

The bank validates the request received from the customer. In case the request is invalid, the bank rejects the request and terminates the process.

In case the request is valid, the ad-hoc interest certificate/ statement is issued to the customer.

Documentation

Objective:	Successful completion of all the steps required for issuing of an ad-hoc interest statement/ certificate.
Trigger:	1. Receipt of request from the customer for issuing ad-hoc interest statement/ certificate through internet banking/ phone banking/ branch channel. 2. The bank needs to issue ad-hoc interest statement/ certificate.
Pre-Conditions:	Customer has an existing account with the bank.
Other Exit Conditions:	1. Request is not valid. 2. Request declined
Successful End State:	The ad-hoc interest statement/ certificate is issued to the customer.
Glossary:	ID- Identification TD- Term Deposit CASA- Current Account Savings Account
Copyright Clause:	Copyright (c) 2015, Oracle and/or its affiliates. All rights reserved.